

DEPARTMENT OF HEALTH SERVICES

714/744 P STREET

P.O. BOX 942732

SACRAMENTO, CA 94234-7320

(916) 657-1460



August 26, 1996

PPL No. 96-019

All County Medi-Cal Administrative Activities/
Targeted Case Management Coordinators and
Advisory Committee Members

MAA/TCM TIME SURVEY QUESTIONS AND ANSWERS

The purpose of this transmittal is to provide all local governmental agencies (LGAs) participating in the Targeted Case Management (TCM) and Medi-Cal Administrative Activities (MAA) programs with the Department of Health Services' (DHS) answers to questions asked during the Time Survey Training conducted on August 15, 1996, in Sacramento.

Time surveys for both TCM and MAA are to be conducted beginning September 1, 1996, through September 30, 1996.

Listed below are the questions and answers regarding time surveying:

Question: If a Public Health Nurse (PHN) makes a house visit to do an assessment and the PHN is not sure if the person is Medi-Cal or not Medi-Cal how is the visit coded?

Answer: Code the time spent on the visit to Targeted Case Management (TCM) whether or not the person is Medi-Cal or non-Medi-Cal eligible. Record the encounter on the encounter log. The time survey process is intended to identify the amount of time spent providing TCM services. The time survey results are then used to allocate costs in order to arrive at a cost per TCM encounter.

Question: When a translator, or other paraprofessional, accompanies a TCM case manager on a home visit who claims the encounter?

Answer: The encounter can only be claimed once and by the TCM case manager. Both the translator, or other paraprofessional, and the case manager log the time on the Program Time Survey for Case Manager.

Question: Is training specific to how to complete the case manager time survey form recorded under TCM?

Answer: If the individual meets all the requirements of a MAA/TCM coordinator or claims administration staff and is attending training sessions or is training LGA program and subcontractor staff on state, federal, and local requirements for MAA/TCM claiming,

their time would be coded under MAA/TCM Coordination and Claims Administration. If the individual does not meet all the requirements, training specific to how to complete the case manager time survey form should be surveyed under TCM.

Question: Are phone calls under Public Guardian allowable as encounters?

Answer: Yes--if the phone call is related to any of the TCM components, i.e. assessment, developing a service plan, linkage and consultation, assistance with accessing services, crisis assistance planning, or periodic review. For Public Guardian and School programs, the encounter may be with the Medi-Cal eligible person or with persons acting on behalf of the Medi-Cal eligible person. For Adult Probation, Clinics, Linkage, and Public Health, an encounter is defined as a face-to-face contact or a significant telephone contact in lieu of a face-to-face contact when environmental considerations preclude a face-to-face encounter, for the purpose of rendering one or more TCM service components by a case manager.

Question: How are encounters recorded?

Answer: You are required to establish and maintain an encounter log. Both Medi-Cal and non-Medi-Cal encounters must be recorded in the log.

Question: Under Public Guardian, is arranging for services an encounter?

Answer: Arranging for services for both Medi-Cal and non-Medi-Cal clients qualifies as an encounter only if it is done during a face-to-face contact, or in the case of Public Guardian, during a significant phone contact with the client or with a person acting on behalf of the client. The time spent arranging for services for both Medi-Cal and non-Medi-Cal clients, whether or not there is an actual encounter, is to be coded under TCM on the time survey form. The time survey results will be used to allocate costs in order to arrive at a cost per TCM encounter.

Question: Does the MAA Contract Administration apply to both MAA and TCM contracts?

Answer: No. Contract Administration involves entering into contracts with community-based organizations or other provider agencies for the provision of Medi-Cal services and/or Medi-Cal administrative activities, other than TCM. The cost of administering TCM contracts is included in the TCM rate.

Question: When an individual other than the MAA/TCM Coordinator is delegated by their supervisor to attend meetings related to MAA/TCM how does the staff person claim their costs?

Answer: The time would be recorded under MAA Implementation Training on the time survey form. See reverse of time survey form, DHS 7094, under MAA Implementation Training.

Question: Will the Lead Poisoning Prevention program impact the availability of services available through the TCM program?

Answer: The Childhood Lead Poisoning Prevention Branch (CLPP), Department of Health Services, are evaluating options to implement Medi-Cal funding for lead-related services and activities to Medi-Cal eligible children with elevated blood levels. The TCM and MAA programs will not be used to fund lead-related services and activities. Additional information regarding the Lead Poisoning Prevention program will be distributed by CLPP.

Question: Under what circumstances can services related to communicable diseases, such as sexually transmitted diseases, HIV, Hepatitis, and TB, be claimed as TCM?

Answer: State Plan Amendment 95-006 lists persons with HIV/AIDS and persons with reportable communicable diseases as high-risk persons having a need for public health case management services. TCM may be claimed for case management services that include: needs assessment, plan development, linkage and consultation, assistance in accessing services, crisis assistance planning, and periodic review. Services such as notification of test results, referral for treatment of the communicable disease, and contact tracing are diagnostic and treatment services and must not be claimed as TCM.

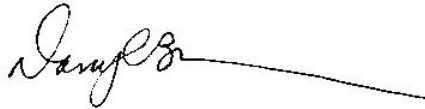
Question: Can the cost of using a wheelchair van to transport a wheelchair bound Medi-Cal eligible to Medi-Cal services when a non-emergency, non-medical vehicle is unavailable be claimed under the MAA program?

Answer: This question does not affect the time survey process. However, the MAA claiming requirements associated with non-emergency transportation will be addressed in a future Policy and Procedure Letter.

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If you have any questions, please contact the analyst assigned to your LGA.

Sincerely,



Darryl Nixon, Chief
Medi-Cal Benefits Branch

Enclosure

cc: Cathleen Gentry
Host County Liaison
455 Pine Avenue
Half Moon Bay, CA 94019

Bill Lasowski
Technical Director
Office of Financial Services
Medicaid Bureau
Health Care Financing Administration
7500 Security Blvd., MS C4-17-27
Baltimore, MD 21244-1850

Richard Chambers
Associate Regional Administrator
Health Care Financing Administration
Division of Medicaid
75 Hawthorne Street, Fourth Floor
San Francisco, CA 94105

Targeted Case Management:	X
Medi-Cal Administrative Activities:	X
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